



National Association of  
American **Veterans**<sup>TM</sup>

*Serving Our Nation's Service Members and Veterans  
with Honor and Respect*

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Accepted/Files

March 17, 2016

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Federal Communications Commission  
Office of the Secretary

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445-12th Street SW  
Washington, DC 20054

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RE: *Lifeline and Link Up Reform and Modernization* (WC Docket No. 11-42)

Dear Secretary Dortch:

On behalf of the National Association of American Veterans, Inc. (NAAV) and the individuals it serves I am writing to both follow up on comments NAAV submitted on September 28, 2015 and in light of the information that was released from your office in regards to the Lifeline Order.

A 2015 Department of Veterans Affairs report found that approximately 6.9 percent of veterans are living below the poverty level, and that number unfortunately has been increasing. We know that the veterans we serve benefit from the federal programs that are in place as a hand up, to help them transition. So NAAV was pleased to see the inclusion of the Veteran's Pension Benefit program as a qualifier for the Lifeline program. As we noted in our comments we appreciated Veterans Affairs Committee Ranking Member Richard Blumenthal's (D-CT) proposal and were glad to see the Federal Communications Commission did too. In our outreach to Veterans and their families we have seen the positive impact the Lifeline programs on their lives and with the addition of the Veteran's Pension Benefit program even more Veterans will be able to benefit.

We are however concerned about the potential phase out of wireless voice in the Lifeline program, as proposed by the recently release Lifeline Rule Fact Sheet. Voice service (including text messaging) is vital to Veterans and we encourage the Commission to continue to support voice as an offering beyond 2019. Additionally, from our understanding the FCC's proposal could lead to an inability to contact emergency services, if an individual selects the broadband enabled or "telephone app" service as they do not currently interact effectively with 911. We believe that any Lifeline offering has to conform to federal and state rules regarding 911 access.

We stand ready to help with the education and outreach to Veterans around the inclusion of the Veteran's Pension Benefit program and would welcome the opportunity to discuss our lessons learned on outreach so that we can ensure maximum participation from eligible Veterans.

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Sincerely,

A handwritten signature in cursive script that reads "Constance A. Burns". The signature is written in dark ink and has a fluid, connected style.

Constance A. Burns

President/CEO/Veterans' Service Officer



## National Association of American **Veterans**™

*Serving Our Nation's Service Members and  
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# Fact Sheet

**About Us:**

National Association of American Veterans, Inc. (NAAV) provides emergency assistance referrals, counseling referrals, training, legal, employment, and housing assistance to severely wounded service members and disabled veterans and their families, particularly single parents injured in the Middle East war. NAAV is a 501(c) (3) nonprofit organization. The organization was incorporated in November 2005.

**Our Mission:**

NAAV is committed to assisting service members and disabled veterans and their dependents, particularly severely wounded warriors and single-parent service members and veterans, by helping access their benefits; improving communication and coordination with the VA; and collaborating with the VA and other veterans groups, health agencies, medical professional organizations, educational organizations, and the public in support of veterans, their families, and military caregivers.

**Objectives:**

To serve all service members and veterans who served and are serving in the United States Armed Forces with the following:

- Assisting eligible veterans with obtaining due benefits, counseling referrals, single parenting, and emergency assistance.
- Empowering service members and disabled veterans by giving them access to information on education, employment, housing, nutritional and spiritual wellness, medical care information, and job training and career coaching.
- Serving as an advocate for veterans' rights
- Supporting the timely processing of VA disability claims for all veterans through partnerships with other veterans' groups.

**Services:**

- Emergency assistance referrals
- Counseling (anxiety, stress, post-traumatic stress disorder, bereavement, and pain management through Guided Imagery)
- Financial aid for bus transportation to medical care, rehabilitation, and counseling
- Legal, housing, and employment assistance
- Medical care information, VA benefits and claims assistance
- Educational programs for service members, veterans, and their dependents
- Caregiver assistance and training

**Vision:**

To serve as a comprehensive nonprofit organization that values the honorable and selfless service of our nation's service members and disabled veterans.

**Contact Us:****National Association of American Veterans, Inc. (NAAV)**

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**NAAV**

Attention: Chief Executive Officer  
P.O. Box 6865  
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